



## INFORMATION SYSTEMS SERVICES

# Troubleshooting Calendar free/busy using Outlook 2003

This document gives instructions on how to troubleshoot Calendar free/busy when using Outlook 2003

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**HOW 40**

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### Print Record

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# 1 Background

Occasionally, an Outlook calendar may not have free/busy information correctly published to the Exchange server. The purpose of this guide is to explain how to force Exchange to re-publish your calendar free/busy.

## 2 Troubleshooting Calendar free/busy

If your free/busy information is not being published correctly then a window similar to that shown in figure 1 will be seen by someone who is attempting to arrange a meeting with you on any date. (i.e. \\\\ hashes are shown next to your name in the New Appointment\Scheduling window)

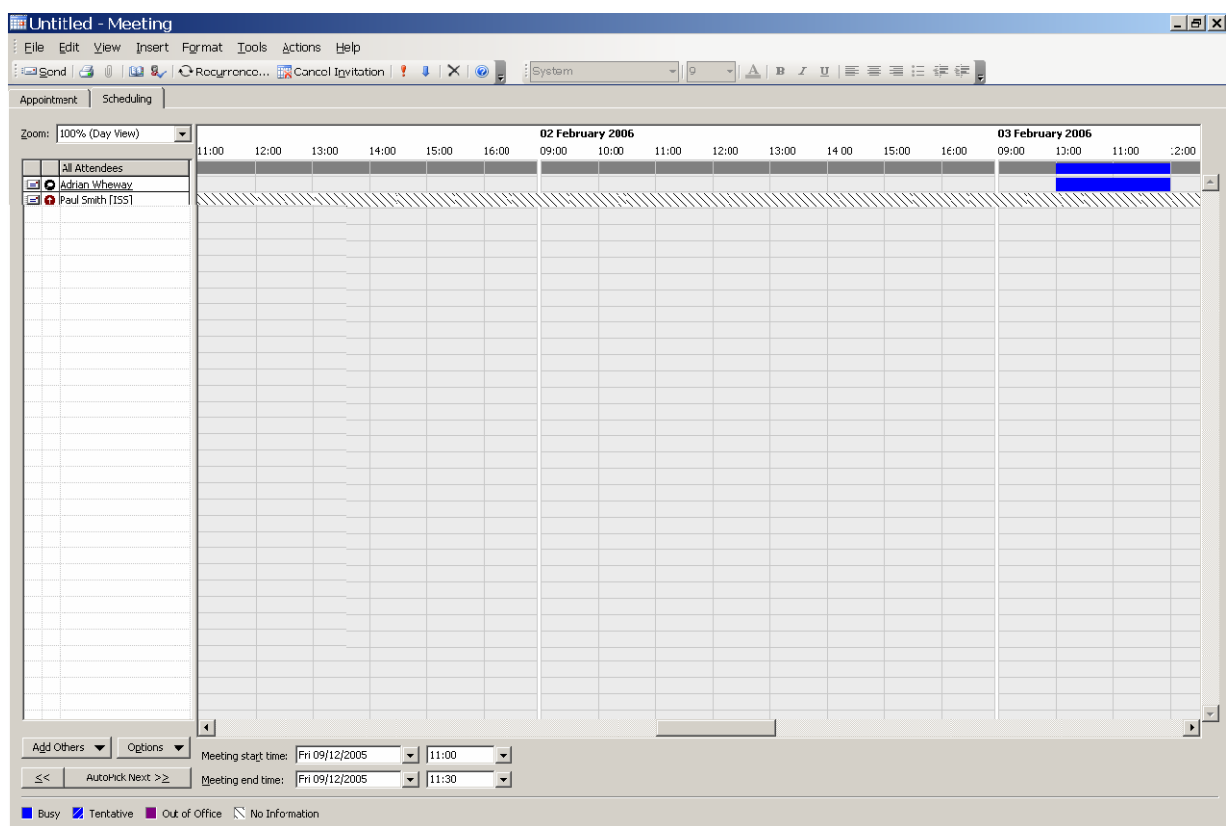


Figure 1

To verify that Outlook is configured to publish six months of free/busy information, apply the following process:

- Open Outlook
- Click **Tools**, then **Options**
- Click the **Calendar Options** button
- Click the **Free/Busy Options** button  
(you should see a group of windows similar to figure 2)

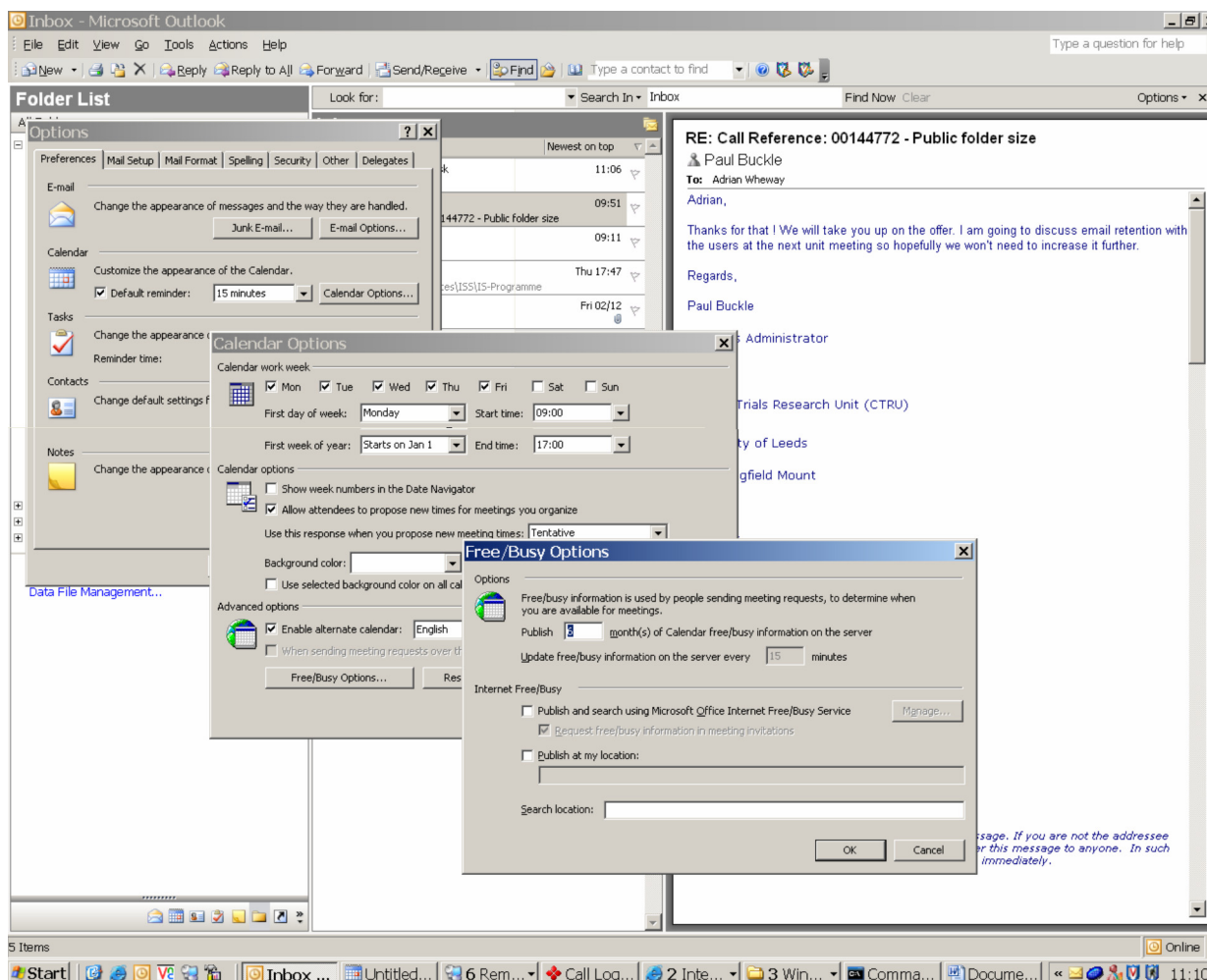


Figure 2

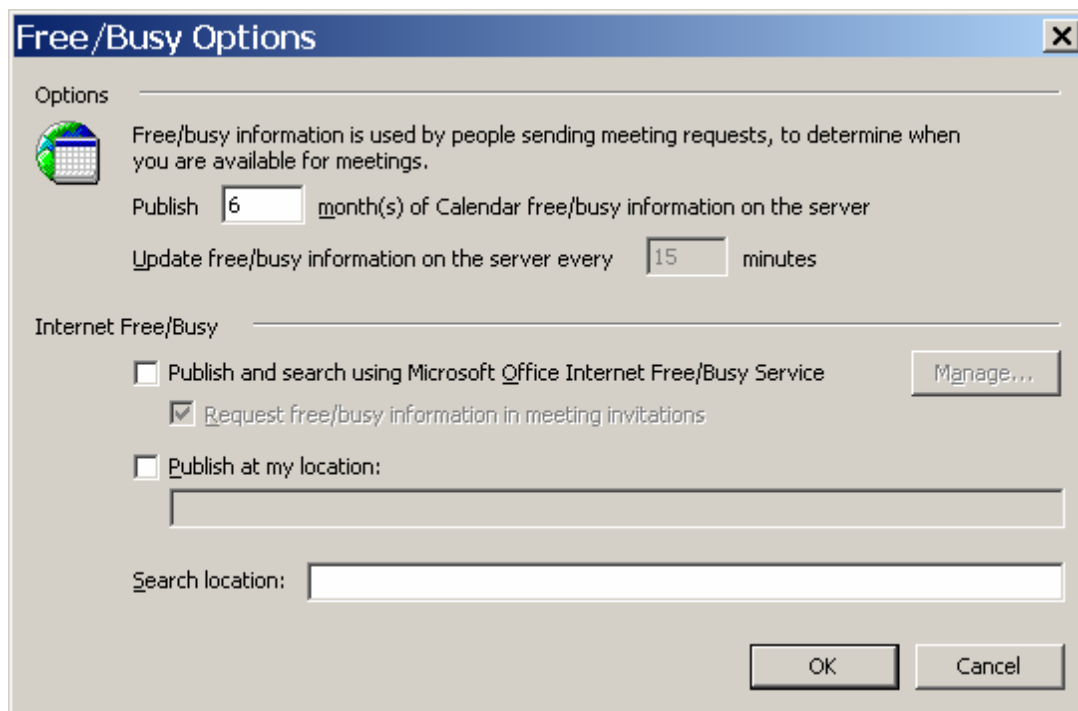


Figure 3

- Verify that the Publish <value> month(s) of Calendar free/busy information on the server is set to **six months**. If not, then *change* this value to 6 months (as shown in figure 3).
- Click the **OK** button on each of the three windows to accept the change.

Finally, you will need to apply the following step:

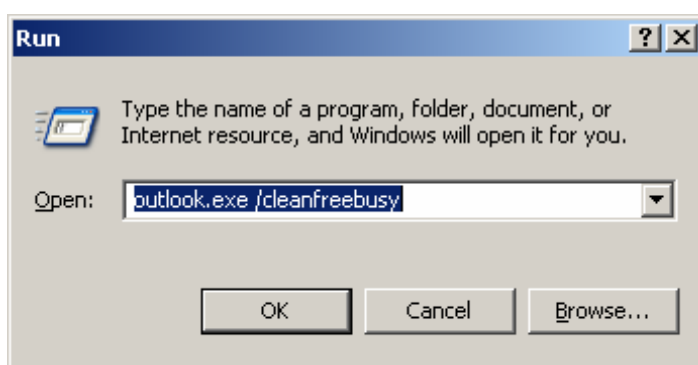


Figure 4

- Close Outlook
- Click **Start** and select **Run**
- A window similar to that shown in figure 4 should open
- Click into the Open field and type: **outlook.exe /cleanfreebusy**
- Click the **OK** button
- Outlook will open

Your calendar free/busy information will have been re-published and should be visible to other users who are arranging an appointment with you.

If you experience any problems following the procedures in this document, please contact the ISS Help Desk on 0113 343 5374 or [helpdesk@leeds.ac.uk](mailto:helpdesk@leeds.ac.uk)